



SamTrans Board of Directors

Meeting January 7, 2026

Correspondence as of January 2, 2026

Subject

1. Complaint - Bus Failed to Stop
2. Re: Route ECR – *Staff response to Letter from Emil Lawrence re: Route ECR, Time ime: 8:25 PM: Britain and El Camino Real: Gravel only bus-stop. Heading North to San Carlos. Date: 12/06/2025 (unknown driver and bus number)*

From: [Elena](#)
To: [Public Comment](#)
Cc: [cacsecretary \[@samtrans.com\]](#)
Subject: Complaint - Bus Failed to Stop
Date: Friday, December 26, 2025 4:57:02 PM

You don't often get email from ellenbonagua@gmail.com. [Learn why this is important](#)

ATTENTION: This email came from a [link from an external source](#). [Senders not open attachments or click](#)

Hello,

I would like to file a complaint regarding an incident that occurred today involving one of your buses.

I was waiting at the designated stop when the driver of the 292 southbound bus toward Hillsdale Mall approached but did not stop. The driver looked directly at us and continued driving, even though we were clearly standing at the stop and signaling to board. This caused significant inconvenience and delay.

Incident Details:

- Route: 292 Southbound — to Hillsdale Mall
- Stop ID: 335162
- Date: Today
- Time: 4:44 PM

Thank you for your attention to this matter

From: [SamTrans BOD Public Support](#)
To: Emil.Savin.Lawrence@gmail.com
Cc: [Board \(@samtrans.com\)](#)
Subject: Re: Route ECR
Date: Tuesday, December 30, 2025 11:44:09 AM

To Emil Lawrence,

Thank you for contacting SamTrans. We appreciate you taking the time to share your feedback concerning some of your travels with us this month, though we are sorry to see they were such poor experiences for you. Not only did you experience being passed up by our service; when you were actually able to ride with us, you ended up somewhere where you did not want to be. We apologize, but we thank you for taking the time to bring these two incidents to our attention. To help address your concerns and ensure we can continue to provide our community with a high-quality transit system, know that your comments were forwarded to the proper parties for review. Additionally, a copy of this correspondence will be provided to our Board of Directors.

Our Bus Operations team, too, wanted to apologize, noting they have already moved to correct this issue. We hope our efforts in this regard are already apparent in your recent experiences with our staff and service, but please do not hesitate to let us know if you encounter any other issues. Thank you again for reaching out, and thank you for riding with SamTrans.

Your SamTrans BOD Public Support Team

Emil Lawrence MBA
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Emil.Savin.Lawrence@Gmail.Com

December 11, 2025

Complaint Division
Board of Directors
PCJPB and CEOs
1250 West San Carlos
San Carlos, C 94065

Re: Route ECR, Time: 8:25 PM: Britain and El Camino Real: Gravel only bus-stop. Heading North to San Carlos. Date: 12/06/2025 (unknown driver and bus number)

Agents for ST bus service.

It was freezing in the wind and cold. However, I am standing so that the ECR bus driver won't just fly by like he did one night last week. I am seventy nine years old and was sitting with my eyes closed for a minute or two. Even, in the cold, waiting can put one asleep while these new cars and buses ultra-bright LEDs bounce off your face. And, and many with their silent lithium3 batteries create this new bus silence, unless one is a passenger or driver. The high volume squawk boxes-in English and Spanish-can make one deaf.

However, I am standing in a bus-stop from the stone age. It is all rocks, bench and a dirty garbage can. It is not really a San Mateo ST stop, but is a gravel dumb. Or, its ST's new age walk-about. My cart won't roll. The ECR pulls up, my grocery cart stutters over the rocks. The ST driver drops off a passenger, closes the door and exits like a banshee, I am standing a foot away from where he should have rolled down his ramp.

Although, I waited a half hour, he is soon gone, And, I have been to this movie before.

Thank you for your Service

Emil Lawrence

CC: